

Payment Options & Contact Info Current Charges At-A-Glance



Retail Store in Your Area
FUQUAY VARINA
1330 E. Broad St.
Fuquay Crossing

Pay Online
EMBARQ.com/myaccount

Pay by Phone
1-877-813-7604

Customer Service
919-552-7171

Repair Service
1-800-682-1034

Internet Address
EMBARQ.com/residential

EMBARQ Services



Standard Home Phone

Total

39.95



Local and Optional Services

.96



Internet

44.95



Long Distance

.49



Wireless

34.78

Taxes and Surcharges

17.29

Total Current Charges

\$138.42

Savings & Benefits

You saved \$24.50 this month by combining Embarq services!

Bill Details

For your complete bill detail please refer to our web site at EMBARQ.com/myaccount.

Previous Balance	Payments & Adjustments	Past Due, Please Pay Now	Total Current Charges	Total Amount Due
203.39	-102.14	101.25	138.42	\$239.67

Current Charges Due By: 09/12/07
If received after September 23: \$242.07

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Please return this portion with payment

Customer Service
919-552-7171

Internet Address
EMBARQ.com/residential

Account Number
[REDACTED]

Please pay past due amount of
\$101.25 immediately

Total Amount Due: \$239.67
\$242.07 if received after September 23

Amount Enclosed: \$

Write your 13-digit account number on check
Make checks payable to:

00037777

39

Embarq
PO Box 96064
Charlotte NC 28296-0064



56 [REDACTED] 00000000013842 000239673 0000012

Monthly Statement
August 24, 2007

Customer Service
919-552-7171

Internet Address
EMBARQ.com/residential

Page 2 of 4
Account Number [REDACTED]

Important Information and News You Can Use

Truth-In-Billing

Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. According to state and federal rules, we are required to inform you of those charges that must be paid in order to prevent interruption of your telephone service. The charges for these services are already included in the Total Amount Due and are **\$38.28**. Please review your bill and notify EMBARQ of any unauthorized charges or changes to your accounts. Finally, for your complete bill detail, please refer to our web site at EMBARQ.com/myaccount.

Introducing the new EMBARQ Summary bill

EMBARQ is responding to customer requests for a concise and complete summary of their charges. If this interests you, you may "opt-in" to the new EMBARQ Summary. This will provide you with a monthly statement showing the totals of your bill by section. All details will be available via the web at embarq.com. Please remember, you may request a single detailed bill or return to monthly detailed billing at any time. Either of these options may be selected by contacting EMBARQ at the customer service number listed at the top of this page.

Contacting EMBARQ

For your convenience, information about your local phone service is available any time through the EMBARQ internet address @ EMBARQ.com. To speak with a customer care associate, call-in hours are Monday - Friday 8 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill. If you are calling from outside your local calling area please dial 1-800-672-6242 to reach us.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-682-1034.

EMBARQ Personal Messenger discontinued

Beginning August 6, 2007, the EMBARQ Personal Messenger feature will be discontinued from the EMBARQ portfolio and your callers will be unable to leave messages for you using this product. However, EMBARQ Voicemail offers you the ability to receive voicemail messages 24/7, check messages anytime from any location, and forward and reply to messages, mark a message urgent, schedule future delivery, request confirmation when the message is played, and check/listen and respond to messages online. If you would like to sign up for EMBARQ Voicemail, please contact the customer service number listed at the top of this page. We apologize for any inconvenience and value you as a customer. We look forward to continuing to serve your telecommunications needs.

Important Information and News You Can Use continued on page 4

Standard Home Phone

Invoice Period : Aug 24 - Sep 23

Standard Home Phone :
Local and Optional Services 39.95
Subtotal 39.95

Total Standard Home Phone \$39.95

EMBARQ Local and Optional Services

Invoice Period : Aug 24 - Sep 23

Charges for :
Additional Charges .96
Subtotal .96

Total EMBARQ Local and Optional Services \$.96

EMBARQ Internet

Invoice Period : Aug 24 - Sep 23

Charges for :
Monthly Services 44.95
Subtotal 44.95

Total EMBARQ Internet \$44.95

EMBARQ Long Distance

Invoice Period Ending : Aug 16

Charges for :
Additional Charges .49
Subtotal .49

Total EMBARQ Long Distance \$.49

EMBARQ Wireless

Invoice Period Ending : Aug 13

New - Embarq 2 Year 200 Minute Plan 5.64
Embarq 2 Year 200 Minute Plan 34.95

Charges for :
Monthly Service Charges .00
Discounts and Promotions -.81
Subtotal -.81

Charges for :
Monthly Service Charges .00
Discounts and Promotions -5.00
Subtotal -5.00

Total EMBARQ Wireless \$34.78

Taxes and Surcharges

Government Fees and Taxes

Local and Optional Services Taxes 4.08
Long Distance Taxes : Aug 16 .10
Wireless Taxes : Aug 13 3.07
Total Government Fees and Taxes 7.25

Surcharges and Fees

Local and Optional Services Surcharges 7.32
Long Distance Surcharges : Aug 16 1.11
Wireless Surcharges : Aug 13 1.61
Total Surcharges and Fees 10.04

Total Taxes and Surcharges \$17.29

Total Current Charges \$138.42

For Your Complete Bill Detail Please Refer
To Our Web Site At EMBARQ.com/myaccount
or call 919-552-7171

Important Information and News You Can Use (continued)

WELCOME TO YOUR IMPROVED EMBARQ BILL!

We've made improvements to make your EMBARQ bill easier to understand. Specifically, we have either clarified existing information or added new sections to the bill. For additional information, please visit us at embarq.com.

If you subscribe to one of our bundles, you will see the name of the bundle on the summary page of your bill, as well as throughout the new "Bundle" section. We have improved the display of all bundle components to ensure you know exactly which products and services are included. Additional EMBARQ products that you may have purchased from us will continue to be displayed in the "Local" section of your bill.

If you subscribe to EMBARQ High-Speed Internet you will see those charges displayed under the Internet column of the Summary page, as well as in the new "Internet" section of the bill.

We have moved all Taxes and Surcharges to a separate column row on the Summary page, and have created a new "Taxes and Surcharges" section of the bill. We will continue to display "explanations" for each tax or surcharge as we do today.

If you have charges from another company for which EMBARQ provides billing, you will see those totals displayed under the new "Third Party Charges" column on the Summary page. Details of those charges will be in the new section of the bill titled "Third Party Charges."

Finally, under our new "Special Offers" section, we will identify offers and products which may be available in your area.

Get a voicemail box for everyone in the family with EMBARQ Family Voicemail

EMBARQ Family Voicemail allows up to four family members to set up and access their own mailbox through one call-in number. Not only can each family member set up their own greeting and pass code protect their mailbox, they can easily access and manage their mailbox through the Internet at embarq.com/myaccount. Contact EMBARQ today to find out how you can add EMBARQ Family Voicemail.

Notice about electronic check conversion

When you provide a check as payment, you authorize us to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day your payment is received and you will not receive your check or check image back from your financial institution. If you do not want to have your check payment converted to an electronic transaction, please call 800-449-9925.

EMBARQ offers convenient alternatives to mailing your payment each month. Simply go to embarq.com/myaccount to make a one-time payment or to set up recurring payments from your bank account.

Considering a new career?

If you've got the drive and fresh thinking, apply at embarq.com/teamup

Refer your friends & family and earn up to \$300!

Get a \$25 invoice credit when the friends and family you refer sign up for qualifying EMBARQ Services including EMBARQ Unlimited Long Distance, EMBARQ High-Speed Internet, EMBARQ Wireless and DISH Network® Satellite TV. Make as many referrals as you'd like and earn up to \$300 in invoice credits per calendar year! Visit embarq.com/referral today!

Visit us on the web!

Did you know you can get answers to many of your account and billing questions when you go to embarq.com/myaccount? Check your account balance, pay your bill, set up automated payments, check the date and amount of your last payment, and get detailed definitions of all taxes, fees and surcharges, all at one helpful location. Visit embarq.com/myaccount today!

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll-free: 1-800-632-4949. We will locate buried cables for you free of charge.

Did you know that you can pay your bill online?

Visit embarq.com/myaccount and go paperless today! EMBARQ eBill service allows you to view, print and pay your phone bill online. You can even download up to three months of previous bills into Excel. It's fast, easy, secure and free! In addition, you can review current services, past bills, payment history, user guides and frequently asked questions.